

## Troubleshooting Guide

### Objectives:

At the end of the chapter you will be able to:

- Check the allocation of Quota Records
- Record Overtime, Standby Allowances etc.
- Casual Leave Process
- Errors with entering absences
- Leave Provision
- Excess Sick Leave Process
- Leave on Termination
- Entering Time Data using Fast Entry





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## Troubleshooting Guide

The purpose of this chapter is to provide the Time Administrator with information to resolve issues in Time Management as well as understand the process.

The following topics will be discussed :

- **Check the allocation of Quota Records**  
This topic will provide information regarding the allocation of Leave Quotas to employees and how to correct the processing if the incorrect quota is being allocated.
  
- **Record Overtime, Standby Allowances etc.**  
This topic explains the various ways to enter employee Overtime, Standby allowance etc.
  
- **Casual Leave Process**  
This topic will explain how casual leave is allocated to employees.
  
- **Errors with entering absences**  
This topic discusses the ways to handle errors when capturing absences.
  
- **Leave Provision**  
This topic provides information on how Leave Provision is processed in the payroll
  
- **Excess Sick Leave Process**  
This topic describes how Excess Sick Leave is processed in the payroll.

## CHECK THE ALLOCATION OF EMPLOYEE QUOTAS



### Overview

The Time Administrator needs to ensure employees are being allocated the correct Quotas in terms of their contract of employment.

The report used to check Quota allocation is discussed, as well as the relevant infotypes that are queried by the system when allocating an employees Leave Quotas.



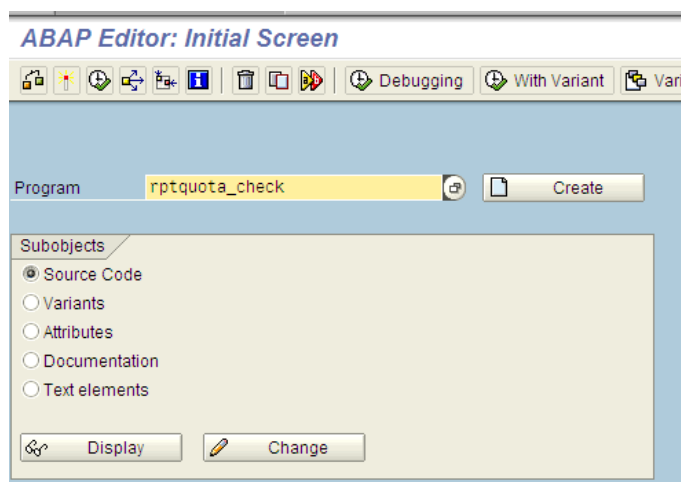
### Menu Path

Report RPTQUOTA\_CHECK

You can use the report to check the rules being applied to allocate an employees Quota records. To access the report, go to transaction SE38 / SA38 and enter the report name :


### Abap Editor

The **Report** screen is displayed.



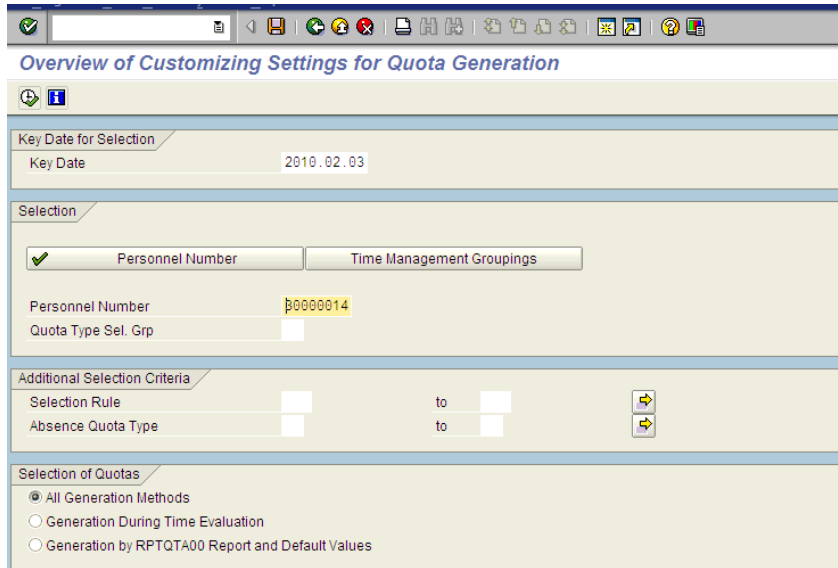
### Instruction

**Complete the following instructions:**

Button/Field	Description
	Select the relevant <b>Execute</b> radio button.


**Overview of Customising settings**

The **Overview of customizing Settings Report** screen is displayed.



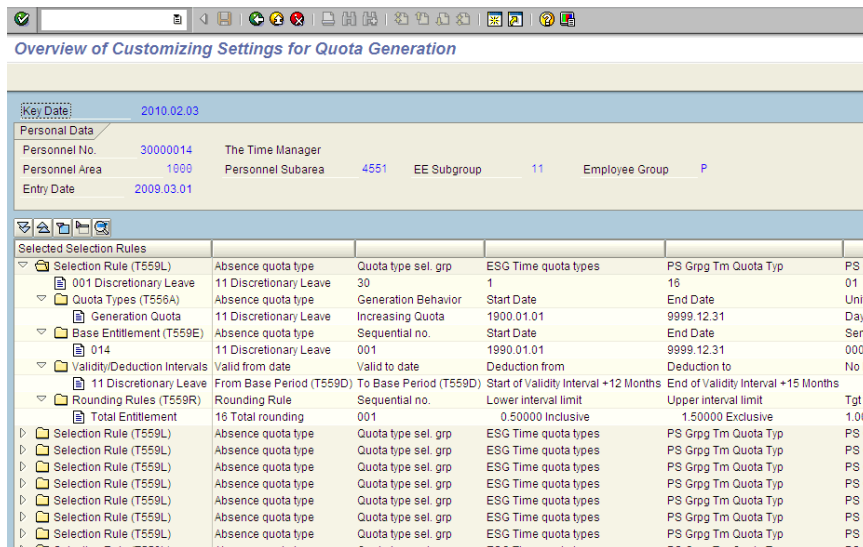
**Instruction**

**Complete the following instructions:**

Button/Field	Description
	Enter the <b>Employee</b> number.
	Click on the <b>Execute</b> button to start the report.

**Personal work schedule**

The **Overview of customizing Settings Report** is displayed.





#### System Result

If there is no output for the report, the Employee will not be allocated any quota. To go to the detailed view of a setting, double-click on the sheet of paper icon for the row.

You can base the selection of the report either on persons, by entering a personnel number or quota type selection rule group, or time management groupings, by specifying employee subgroup or personnel subarea groupings.

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#### Take Note

If there is no report for an employee, the following infotypes can be checked :

Infotype 0016 – there must be a valid record and an employee must have a contract type

Infotype 0007 – there must be a valid record and an employee must be on Time Management status 9 ONLY since the go-live date.

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#### Consolidation

You are now able to:

- Display Customising settings of an Employee's absence quota allocation

## RECORDING OVERTIME, STANDBY ALLOWANCE FOR AN EMPLOYEE



### Overview

Overtime can be recorded in two ways in SAP :

Using infotype 2002 to enter the overtime per day worked or;

Using infotype 2010 to enter the hours worked.

Using infotype 2002 requires daily information to be entered – until positive time management has been implemented, it has been agreed that infotype 2010 will be used to enter overtime, standby allowance data.



### Menu Path

Ensure that the **SAP Easy Access** screen is displayed.

Select Human Resources → Time Management → Administration → Time Data → **PA61 – Maintain**

**OR**

Enter transaction code **PA61** in the **Command** field and click on the  **Enter** button.

Select infotype 2010 – Employee Remuneration information and create the record selecting the correct wage type :

WT	Wage Type Long Text	Start Date	End Date
1030	Hours Worked	1990.01.01	9999.12.31
1035	Days not Worked	1990.01.01	9999.12.31
2020	DD - Allowance	1990.01.01	9999.12.31
2037	Breakdown Inside	1990.01.01	9999.12.31
2038	Breakdown Outside	1990.01.01	9999.12.31
3001	Acting Overtime Time	1990.01.01	9999.12.31
3002	Acting Sunday Time	1990.01.01	9999.12.31
3003	Acting PPH Hourly	1990.01.01	9999.12.31
3005	Acting Straight Time	1990.01.01	9999.12.31
3006	Acting Inside Breakdown	1990.01.01	9999.12.31
3007	Acting Outside Breakdown	1990.01.01	9999.12.31
3011	Standby Allowance	1990.01.01	9999.12.31
3012	Shift Allowance Admin	1990.01.01	9999.12.31
3013	Shift Allowance	1990.01.01	9999.12.31
3014	Track Night Shift	1990.01.01	9999.12.31
3016	Straight Time	1990.01.01	9999.12.31
3018	Overtime Time	2009.03.01	9999.12.31
3019	Sunday Overtime	2009.03.01	9999.12.31
3020	PPH Hourly	2009.03.01	9999.12.31
3021	Night Shift Allowance	1990.01.01	9999.12.31
3022	Sunday Overtime APX	2009.03.01	9999.12.31
3023	Sunday Overtime 0.75	2009.03.01	9999.12.31
3024	Work on Off Day	1990.01.01	9999.12.31
3025	Penalty Time	1990.01.01	9999.12.31
3026	Sunday Double Time	1990.01.01	9999.12.31
3027	PPH Daily	2009.03.01	9999.12.31
3028	Average Overtime	2009.03.01	9999.12.31
3029	Average Sunday Overtime	2009.03.01	9999.12.31
3030	PPH Double Time	2009.03.01	9999.12.31
7057	Lost Time	1990.01.01	9999.12.31

Select the Overtime type and enter the number of hours. Note : the overtime hours must be captured by overtime type e.g. Sunday overtime

## CASUAL LEAVE PROCESS



### Overview

Casual leave is calculated for employees in Employee Groups H (Hourly) and M (Monthly)

The allocation for Monthly employees discretionary leave is 1 day per 17 days worked and sick leave is 1 day for every 26 days worked.

The allocation for Hourly employees discretionary leave is 1 hour per 17 hours worked and sick leave is 1 hour for every 26 hours worked. This leave allocation is then converted to days in the Time Evaluation program.



### Menu Path

Ensure that the **SAP Easy Access** screen is displayed.

Select Human Resources → Time Management → Administration → Time Data → **PA61 – Maintain**

**OR**

Enter transaction code **PA61** in the **Command** field and click on the  **Enter** button.

Select infotype 210 – Employee Remuneration information and create the record selecting the correct wage type :

WT	Wage Type Long Text	Start Date	End Date
1030	Hours Worked	1990.01.01	9999.12.31
1035	Days not Worked	1990.01.01	9999.12.31
2020	DD - Allowance	1990.01.01	9999.12.31
2037	Breakdown Inside	1990.01.01	9999.12.31
2038	Breakdown Outside	1990.01.01	9999.12.31
3001	Acting Overtime Time	1990.01.01	9999.12.31
3002	Acting Sunday Time	1990.01.01	9999.12.31
3003	Acting PPH Hourly	1990.01.01	9999.12.31
3005	Acting Straight Time	1990.01.01	9999.12.31
3006	Acting Inside Breakdown	1990.01.01	9999.12.31
3007	Acting Outside Breakdown	1990.01.01	9999.12.31
3011	Standby Allowance	1990.01.01	9999.12.31
3012	Shift Allowance Admin	1990.01.01	9999.12.31
3013	Shift Allowance	1990.01.01	9999.12.31
3014	Track Night Shift	1990.01.01	9999.12.31
3016	Straight Time	1990.01.01	9999.12.31
3018	Overtime Time	2009.03.01	9999.12.31
3019	Sunday Overtime	2009.03.01	9999.12.31
3020	PPH Hourly	2009.03.01	9999.12.31
3021	Night Shift Allowance	1990.01.01	9999.12.31
3022	Sunday Overtime APX	2009.03.01	9999.12.31
3023	Sunday Overtime 0.75	2009.03.01	9999.12.31
3024	Work on Off Day	1990.01.01	9999.12.31
3025	Penalty Time	1990.01.01	9999.12.31
3026	Sunday Double Time	1990.01.01	9999.12.31
3027	PPH Daily	2009.03.01	9999.12.31
3028	Average Overtime	2009.03.01	9999.12.31
3029	Average Sunday Overtime	2009.03.01	9999.12.31
3030	PPH Double Time	2009.03.01	9999.12.31
7057	Lost Time	1990.01.01	9999.12.31



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**Hourly paid employees** : Use Wage type 1030 to enter the number of hours an employee has worked. This will pay the employee their salary earned as well as be used in the calculation of their leave entitlement. Note all hours worked including all overtime will be included in this calculation.

**Monthly paid employees**. Monthly employees will be paid for the complete month unless they have not worked for certain days. Enter the days not worked in infotype 2010 using wage type 1035. The value entered must be a negative value i.e. -6. The system will then look at the employees planned working days from their work schedule and reduce this by the number of days not worked. This value will be used to calculate the leave allocation.

Process Time Evaluation to view the Leave Quota allocation.

## ERRORS WHEN CREATING ABSENCES

The following is a list of the absence types that can be created in SAP. The Pay column determines whether the leave is paid or unpaid leave. Unpaid leave will be processed in payroll.

The Deduct from quota column determines whether employees must have Leave Quota before an absence can be recorded. If quota is to be reduced by the absence, then there **MUST be enough** absence quota available.

The Min and Max field identified whether there is a min or max value for the single record being recorded. This does NOT refer to the quota available.

PSG	A/A Type	Absence Description	Pay?	Deduct from Quota?	Min	Max
16	1010	Leave – Annual	Paid	Yes	1	999
16	1020	Leave – Discretionary	Paid	Yes	1	999
16	1030	Leave – ½ Day	Paid	Yes	0	1
16	1031	Leave – ½ Day Unpaid	Unpaid	No	0	1
16	1040	Leave – Special	Paid	Yes	1	999
16	1050	Leave – In Lieu Sick	Paid	Yes	1	999
16	1061	Leave – Unpaid	Unpaid	No	1	999
16	1070	Leave – Long Service	Paid	Yes	1	999
16	2010	Sick – w/o Cert (X99)	Paid	Yes	0	2
16	2020	Sick – with Certificate	Paid	Yes	0	999
16	2030	Sick – Special	Paid	Yes	1	999
16	2040	Sick – Special ½ Day	Paid	Yes	0	1
16	2052	Sick - Special %Pd	% Paid	Yes	1	999
16	2060	Sick – Hospitalization	Paid	No	1	999
16	2070	Sick – Recuperation	Paid	No	1	999
16	2081	Sick – Unpaid	Unpaid	No	1	999
16	2090	Sick – Risk Pool	Paid	No	1	999
16	2100	Sick - Injury on Duty	Paid	No	1	999
16	2110	Sick - Chronic	Paid	No	0	1
16	3010	Maternity – Paid	Paid	Yes	1	072
16	3020	Maternity –Half day Paid	% Paid	Yes	1	999
16	3031	Maternity – Unpaid	Unpaid	Yes	1	999
16	4010	Study Leave	Paid	Yes	1	999
16	4020	Sport Leave	Paid	Yes	1	999
16	4030	Family Responsibility	Paid	Yes	1	999
16	4032	½ Family Responsibility	Paid	Yes	1	999

16	4040	Paternity	Paid	Yes	1	999
16	4050	Climatic Leave	Paid	Yes	1	999
16	4060	Paid Converted Leave	Paid	No	1	999
16	4062	½ Day Converted Leave	Paid	No	1	999
16	4070	Witness at Court Case	Paid	No	1	999
16	5011	Absent w/o Notice	Unpaid	No	1	999
16	5021	Journal Outstanding	Unpaid	No	1	999
16	5030	Suspension – Paid	Paid	No	1	999
16	5041	Suspension - Unpaid	Unpaid	No	1	999
16	5051	Stay away	Unpaid	No	1	999
16	5061	Strike	Unpaid	No	1	999
16	5070	Union meeting	Paid	No	1	999
16	5081	Lost Time	Unpaid	No	1	999

The following leave Quotas are generated automatically :

Compulsory Leave  
 Accumulative Leave  
 Discretionary Leave  
 Sick Leave  
 Family Responsibility Leave

If you need to enter other absences that reduce quota you must proceed as follows :

**Special Leave, Special Sick Leave, Sport Leave, Study Leave, Paternity Leave and Climatic Leave :**

Create the Quota record manually after approval. Use infotype 2006, Absence Quotas. Create the record for the current year, and enter the no of days to be allocated. This quota will be **available immediately** – there is no need to run Time Evaluation.

**Maternity Leave**

When creating the Maternity Leave Quota, the number of days must not be entered. The From and to data must be the same and the deduction from and to date must be for at least 6 months. When this record is saved, a Time Transfer Specifications infotype 2012 record will be created in the background with a value of 1. When Time Evaluation is run, the correct Maternity Leave Quota will be allocated depending on the employee's work schedule as follows :

Work schedule for Maternity

G5D40H	5
G5D45H	5
G6D45H	6
G545	5
G645	6
T545	5
T645	6
G5D40H	5
GEN_1_1	5
GEN_3_3	6
MAN_1_2	5

## LEAVE PROVISION



### Overview

Leave Provision is calculated automatically during Time Evaluation and processed during the Payroll run. The Leave balance at the beginning of the month is compared to the balance at the end of the month, and the difference is posted as the Leave Provision value.

Note: ***The first month of go-live, the total employee leave balance will be posted.***

## EXCESS SICK LEAVE



### Overview

Excess Sick Leave will be paid at the end of an employees Sick Leave cycle provided that the employee has 29 or more days remaining sick leave quota. Time evaluation will automatically pay 2 days excess sick leave to an employee in the payroll of that month.

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## LEAVE ON TERMINATION



### Overview

On termination, Time Evaluation must be run manually until the last day of the month in which an employee is being terminated. This will ensure that the employee has been allocated ALL leave due.

When processing the termination action, the Quota overview screen will be displayed. For compulsory leave, it is important to change the deduction from date for the employees leave, or you will NOT be able to compensate the leave.

Process Leave Encashment once the previous two steps have been completed.

## FAST ENTRY OF TIME DATA



### Overview

This transaction is to maintain master data on one infotype for more than one employee. It can be used, for example, in an instance whereby several employees receive overtime, or multiple absence records are to be created. The data may be entered on one screen for several employees.



### Menu Path

Ensure that the **SAP Easy Access** screen is displayed.

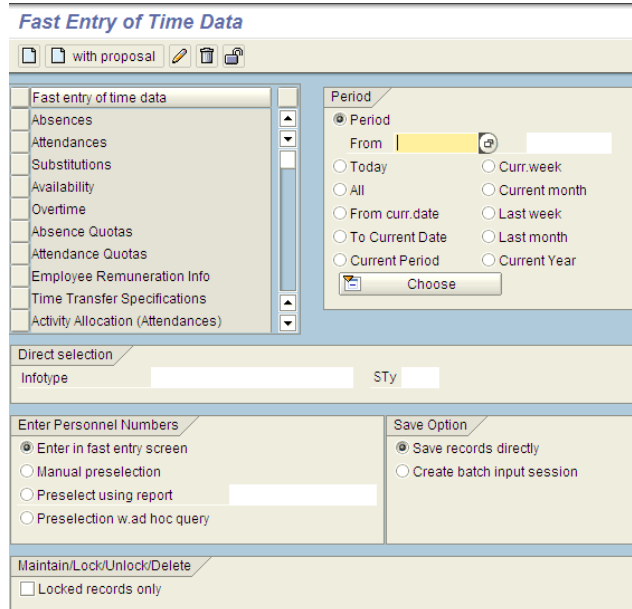
Select Human Resources → Time Management → Administration → Time Data → **PA71 – Fast Entry**

**OR**

Enter transaction code **PA71** in the **Command** field and click on the  **Enter** button.

### Fast Entry of Time Data



The **Fast Entry of Time Data** screen is displayed.



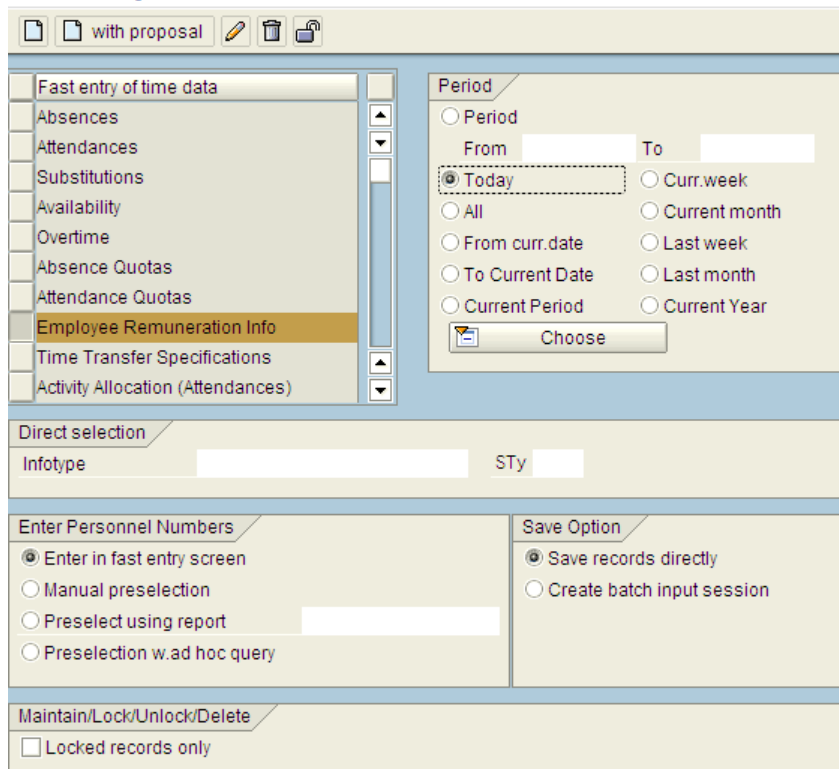

### Instruction

**Complete the following instructions:**

Button/Field	Description
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<b>Infotype</b>	Select the infotype to be maintained. Note : Depending on the infotype selected, the input screen will change
<b>Period</b>	Select the date on which the infotype maintenance is to become effective.
<b>Enter personnel numbers</b>	Click on the radio button <i>Enter in fast entry screen.</i>
	Click on the radio button <i>Save records directly</i>
	Click on the <b>Create</b> button.

**Fast Entry of Time Data**



The **Fast Entry of Time Data** screen is displayed

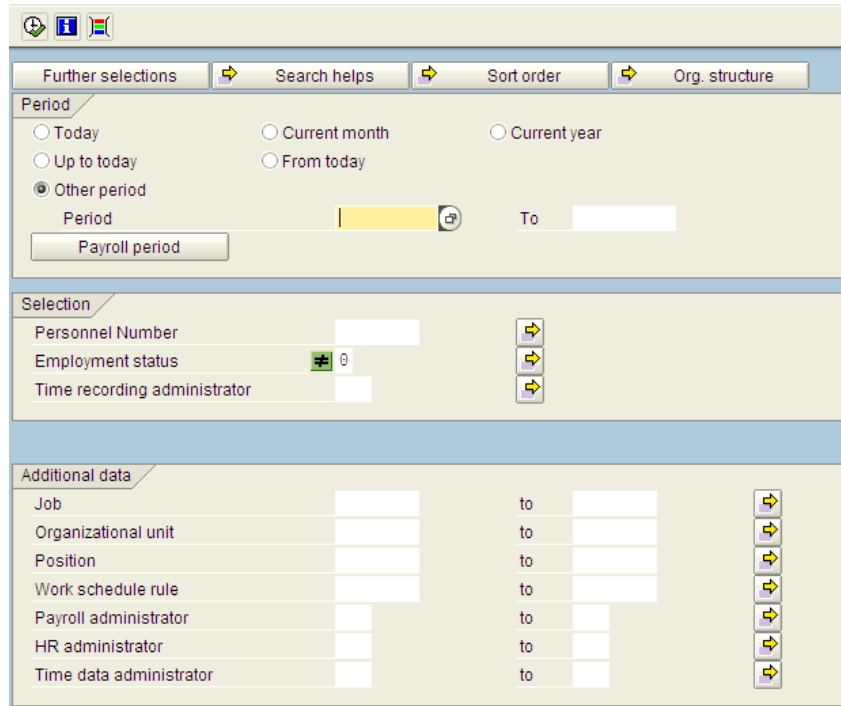


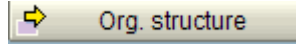









**Personnel Number Selection for Fast Data Entry**



Select the period/date and enter relevant Personnel area(s), personnel subarea(s), employee group(s), employee subgroup(s) or employment status(s). You can also select more than one of these. Additionally, you can use the  Org Structure button to select by Department / Division. In addition, if you have an employee list in Excel, you can select the additional personnel number button . On the following screen, once you have copied your employee list to the clipboard, you can select the paste button  to import multiple employees into the employee list as follows :



Click  until you return to the *SAP R/3* screen.



**Consolidatio  
n**

You are now able to:

- Use Fast Data Entry.

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